

SERVICE LEVEL AGREEMENT

BETWEEN

Pendle Borough Council (the Commissioner of the Service)

and

Building Bridges Pendle (the provider of the service)

AIMS AND OBJECTIVES OF THE AGREEMENT

The Good Neighbours project: Cohesion in Action, through the development of two community forums – the Community Cohesion Action Network and the Pendle Forum of Faiths – will deliver a programme of community cohesion work (outlined below) across Pendle, allowing people from different cultures and backgrounds to interact and learn from each other. The forums will provide opportunities for cross-cultural engagement; encourage the development of positive attitudes and understanding of diversity, ultimately leading to the building of relationships which cross cultural and faith backgrounds.

PERIOD OF THE AGREEMENT

This Service Level Agreement is for a period of four years commencing 1st July 2017 to 30th June 2021.

REVIEW

Reviews of this agreement will be carried out by officers of Pendle Borough Council in conjunction with officers of the service provider.

GOVERNANCE

The provider lead will be responsible for ensuring the service adheres to the work programme as outlined in this document.

PAYMENT

The agreed funding of £7,500 per year will be released on submission of an invoice for 50% (£3,750 at the beginning of the project and 50% on the 31st January for each of the four years).

WORK PROGRAMME

To develop the two community forums:

- **Community Cohesion Action Network**

The forum will consist of representatives from community groups across Pendle and will have a responsibility to maintain cohesion as a priority local agenda.

Aims:

- To network and share knowledge / good practice on local initiatives promoting community cohesion.
- Capacity Building - To remain informed on local and national policy on Cohesion, Integration, Interfaith and the Prevent agenda.
- To discuss local cohesion matters and developed a structured 'partnership' approach towards tackling challenges in line with resources available.

The Pendle Forum of Faiths (PFF)

The Forum will be representative of the faith communities in Pendle and bring together local faith leaders on one platform where they can engage in dialogue to better understand each other, develop friendships, work together on common social issues and interfaith matters.

Aims:

- Find common ground over issues of mutual concern.
- Demonstrate positive leadership across faith communities.
- Use the richness of diversity to enable the forum to speak with one voice.
- To present a united front against people who are intent on damaging good community relations in Pendle.

STRUCTURE

Building Bridges Pendle will initially chair both Forums, but develop terms of reference / understanding, where members will eventually take the chair on an annual rotation system.

Up to two members from the Pendle Forum of Faiths will be represented on the Community Cohesion Action Network

TARGETS

- The appointment of one additional member of staff to work one day per week to ensure that the project targets are achieved.
- To create both groups with a membership fit for purpose according to the aims of each forum.
- To hold four meetings of each forum periodically over the term of the project.
- To ensure that minutes and associated records are kept of each meeting.
- To organise two community-based seminars in order to bring topics into the public domain for debate / discussion.

MEASURING PERFORMANCE

- The number of interfaith and cultural organisations engaged with
- The number of statutory, voluntary and community groups engaged with
- Number of cohesion events and attendees
- Increased understanding between different faith groups
- Increased respect and tolerance of different faiths and cultures
- Measure and report progress against outputs and outcomes in a quarterly review

TERMINATION

- This agreement can be terminated in writing by either party.
- This agreement may be terminated by Pendle Borough Council if the provider fails to provide the service outlined in this specification.
- If terminated, any underspend will be returned to the commissioner.
- The provider will receive written confirmation of the natural termination of the agreement at least one month prior to the end date.

Signed:



on behalf of Pendle Borough Council

Print name:

Sarah Astin

Designation:

Localities and Policy Manager

Date:

23.07.18

Signed:



on behalf of the provider

Print name: Rauf Bashir

Designation: Project Manager

Organisation: Building Bridges Pendle

Date: Tuesday 11th September 2018